

**Department of Mental Health
Annual Individual and Family Support Plan
FY 2016**

Overview of Family Support

Definition used by the Department of Mental Health:

The Department of Mental Health (DMH) defines family support through program and practice expectations. Family support includes all activities that assist families to support the growth, recovery and rehabilitation of their affected family member. In providing family support, DMH uses a very broad definition of family, which may include adults and children, parents and guardians, other relatives, and non-related individuals whom the client defines as family and who play a significant role in the client's life. In addition, DMH includes in this report support that is provided to the person themselves in order to facilitate his or her recovery process as these activities are central to the mission and values of the Department.

Types of individual and family support services available:

- Age and role-appropriate education that enables family members and individuals to understand mental health issues and the treatment being offered to their family member with mental illness or serious emotional disturbance and to themselves;
- Direct assistance in caring for a family member with mental health needs;
- Training in managing challenges that a family member presents;
- Linkage with other resources that can reduce the care-giving burden, recognizing that children and adolescents, as well as adults, may be serving in a care-giving capacity for their family member with mental health problems;
- Linkage with other resources that promote recovery, resiliency and wellness;
- Linkage with other families either coping or struggling with the same concerns;
- Provision of parent support providers and family partners to adults caring for children with serious emotional disturbance and of peer support to adults and parents with mental health conditions;
- Training and assistance in advocating on behalf of family members or for themselves and in building leadership skills;
- Assistance in navigating the human services and special education system, dealing with eligibility requirements, and accessing entitlements and insurance for family members and for themselves;
- Supports that sustain and strengthen families, such as respite care;
- Supports that promote recovery, resiliency and empowerment, including peer-run services;
- Supports that focus on the strengths of the person and the family and assist them in achieving life and family goals; and
- Support groups for families, siblings, other caregivers, and individuals.

Network for providing family and individual support services

Family and individual support is interwoven into numerous activities and services within DMH. These activities include DMH case management and contracted services, such as Individual and Family Flexible Support Services, Area-based Family Support Specialists, Recovery Learning

Communities, Programs for Assertive Community Treatment (PACT), Clubhouses, and Community Based Flexible Supports (CBFS). Opportunities for family and consumer input are extensive and routinely available.

Processes used to get input for the Family Support Plan from families of individuals who receive DMH-funded services

- DMH Area and Site boards regularly participate in needs assessments and program planning. (Ongoing)
- The Mental Health Planning Council, a federally mandated body including consumers and family members of adults, adolescents and children, meets throughout the year. There are several subcommittees of the Planning Council with significant family member and consumer involvement. These include the Professional Advisory Committee on Child/Adolescent Mental Health (PAC), Youth Development Committee, Multicultural Advisory Committee, TransCom (The Transformation Committee), Restraint/Seclusion Elimination Committee, and the Parent Support Committee. (Ongoing)
- PPAL, the Parent Professional Advocacy League, conducts monthly training and information sessions with DMH Family Support Specialists and MassHealth funded Family Partners. A senior DMH staff person attends these meetings and uses them to keep up with issues, problems, and accomplishments as well as to present information to the group for feedback.
- The Massachusetts Chapter of the National Alliance for the Mentally Ill (NAMI-Mass) and the Parent Professional Advocacy League (PPAL) are in frequent communication with the Department regarding issues of concerns to family members. (Ongoing)
- The DMH CORE (Council on Recovery and Education), a consumer council, was established in SFY11 to provide the consumer perspective on emerging and ongoing DMH policy and programming initiatives; enable DMH senior and other staff to have access to consumer thinking on a range of issues facing the Department; and disseminate key information from DMH statewide, regionally and locally.
- For children and adolescents, DMH service system planning is aligned with implementation of the Children's Behavioral Health Initiative (CBHI), the first phase of which is the remedy for the Rosie D lawsuit. The population directly affected by the remedy (MassHealth members from birth to 21 with SED) includes many families who are also part of the DMH service population. Therefore, DMH continues to assess how it purchases and delivers services so that its services align with the Commonwealth's overarching goal of a service system for families of children with serious emotional disturbance that addresses child and family needs regardless of the family's insurance status or particular agency involvement. The input from families of youth up to age 21 and from young adults is critical in guiding thinking about the DMH child-adolescent system and is solicited through targeted meetings of parents and young adults, as well as the active participation and engagement of parents who sit as members of the CBHI executive and advisory committees and other DMH policy committees. Two young adult peer leaders are also appointed members of the Children's Behavioral Health Advisory Council and are also actively involved in DMH's Statewide Young Adult Council (SYAC).
- Multiple meetings were held across the state in 2011 with parents of children with serious emotional disturbance (SED) as part of the planning process for implementation of new

child and adolescent residential and family partner services, Caring Together, which DMH jointly procured with DCF. The purpose of these meetings was to gain better understanding of the services families are seeking and how they might best be delivered.

- DMH has enhanced its websites and public information materials to make information about DMH services more available. Approximately 70% of requests for information received by DMH come from family members of consumers.

Through administrative processes, staff assignment, and procurement, DMH will continue to address key concerns raised to date by families and people receiving services, to the extent that resources allow. Specific recommendations to enhance family and individual support that have emerged from these processes include:

- Make information about DMH and its services easier for families and consumers to obtain;
- Improve access to services that enable a child to receive appropriate services in a timely manner, thereby significantly decreasing the burden on families;
- Continue to focus assessment and services on a strengths-based, youth and family driven approach;
- Redesign services to strengthen consumer and family voice and choice and increase flexibility of service system to meet the individual and changing needs of the person and their family;
- Work with providers so that they can do a better job informing families about their family member's diagnosis and its implications;
- Provide peer and parent support for consumers and their family members and build it in at various levels of the service delivery system;
- Increase availability of respite care, including mobile respite, peer-run respite and respite for caregivers of youth with SED;
- Include families and consumers on human rights committees;
- Recognize that adults who are parenting while trying to cope with their own mental illness need specialized services and supports, for themselves and for their children;
- Ensure that "crisis plans" for adults who are parents address what will happen to their children; and
- Maintain focus on "recovery" for adults and provide them with the opportunity to become effective, capable independent adults (and parents).

In addition, DMH conducts an annual satisfaction and outcome survey of adults receiving services and of family members of youth receiving services. The family member survey assesses the following domains: general satisfaction, access, quality and appropriateness, functioning, treatment outcomes, social connectedness, participation in treatment planning and family-centeredness. The adult consumer survey assesses general satisfaction, access, quality and appropriateness, functioning, treatment outcomes, social connectedness, participation in treatment planning, person-centeredness, self-determination, health and wellness, and hope. Both surveys also request written comments about helpful aspects of treatment and areas for improvement.

The Plan

The DMH family and individual support initiatives discussed below represent DMH's response to date to the input given by families and consumers through the ongoing DMH processes of constituent involvement in program development. Parents, family members, and consumers have been involved in both the design and implementation phase of these initiatives. Specific levels of involvement are identified with each initiative.

I. Family Empowerment

Current Initiatives

Family members and consumers are represented on various councils and advisory boards that provide significant input and direction into the development of DMH policies, procedures, program development and service evaluation, including:

- Commissioner's Statewide Advisory Council;
- Family member participation in the Caring Together Family Advisory Council, the Caring Together Provider Advisory Council and a committee of stakeholders to develop quality and outcome indicators for Caring Together services;
- State Mental Health Planning Council and its subcommittees, including the Professional Advisory Committee on Children's Mental Health (PAC), Youth Development Committee, TransCom, Restraint/Seclusion Elimination Committee and the Multicultural Advisory Committee. Parents and consumers also assume leadership roles on these subcommittees;
- The Children's Behavioral Health Advisory Council, established in 2009 in response to Chapter 321, the Children's Mental Health Law, which has parent and youth representation as Council members;
- Young adult representation on the following committees and workgroups: Children's Behavioral Health Advisory Council, DMH Council on Recovery and Empowerment (CORE), MBHP Consumer Council, Youth Development Committee, Statewide Young Adult Advisory Council, Employment Subcommittee, Housing Subcommittee and Education Subcommittee, and Multicultural Advisory Committee;
- Site and Area Boards that advise on local program development, regulations, statutes and policies;
- Two parents with lived experience that are contracted consultants for Central Office Child and Adolescent Services. These consultants are integral in service development and implementation;
- Service procurement process through community forums, Requests for Information (RFIs) and membership on proposal review committees that make recommendations to the Department about contract awards. Family members serve on design teams, are represented on Selection Review Teams, and co-present with state agency staff at provider forums and meetings with state agency staff as an orientation to new service models being procured.
- Contract management meetings and other local committees that work on the details of refining and improving the quality of DMH services; and

- Contribution to the research and intervention projects developed by the Family Options Project team at the UMMS Center for Mental Health Services Research from 2006 until the project ended in September, 2012. DMH administrators, staff, clients and family members were key stakeholders in identifying the team's agenda, implementing projects, and disseminating findings to the field, consumers and family members. One of the projects was a collaboration between researchers from the UMMS and Employment Options, Inc., a psychosocial rehabilitation clubhouse agency, to study both the process of implementing an innovative psychosocial rehabilitation intervention for parents with serious mental illness and their children and its outcomes.

During the last several years, DMH strengthened the infrastructure and supports for consumer, youth and family involvement in policy and program development with the goal that all policy and program development is guided by consumer and family voice.

- In FY11, the DMH Commissioner issued a Directive that set forth a procedure to provide consumers and family members with stipends and travel reimbursement for participation in policy development and planning activities.
- Also in FY11, DMH established the CORE (Council on Recovery and Education) as a consumer council. The role of the council is to provide the consumer perspective on emerging and ongoing DMH policy and programming initiatives, enable DMH senior and other staff to have access to consumer thinking on a range of issues facing the Department, and disseminate key information from DMH statewide, regionally and locally. The Council on Recovery and Empowerment (CORE) has consumer representation from across the Commonwealth. CORE members serve as one link between the DMH Central Office and grassroots consumers in Recovery Learning Communities, Clubhouses, and other local settings.
- The DMH Director of Policy tracks consumer, youth and family involvement in policy and program development, solicits feedback on their experience, and modifies the processes used to engage consumers and families as needed.
- In FY12, DMH promulgated an Electronic Device Use Policy. The policy established the standards and procedures for the possession and usage of Electronic Devices at DMH inpatient facilities. A workgroup of consumers and other interested stakeholders developed recommendations which were used as the foundation for the policy. The policy recognizes that Electronic Devices are often people's primary link to the community and for an individual hospitalized, maintaining this connection facilitates their own recovery and successful re-integration into the community.
- In FY13, DMH promulgated two policies (one for its inpatient facilities, and one for community services) governing risk activities at DMH. Specifically, the policies standardize procedures for assessing, identifying, documenting, and sharing information related to individual risk and safety. In developing these policies, DMH acknowledged that most people living with serious mental illness are more likely to be victims of violence rather than be violent, and that risk and safety issues only arise in particular contexts for some individuals served by DMH. These policies guide DMH's efforts to help mitigate such issues when they are identified. Prior to promulgating these policies DMH received feedback and input from stakeholders, including persons with lived experience and family members. The Community Risk Mitigation Policy included peers and human rights coordinators on all risk related committees and activities.

- In FY13, DMH opened the Worcester Recovery Center and Hospital (WRCH), a 320-bed, state-of-the-art psychiatric facility. In planning for the WRCH opening, the DMH Director of Policy convened a workgroup of families, consumers and other interested stakeholders to inform the development of the policies, procedures and the environment of care at this new facility. This diverse workgroup met weekly over a six month period and developed a set of recommendations on issues that promote recovery and are important to consumers and families, including the environment that greets patients and visitors, admissions process, discharge and treatment planning, visitors processes, and staff training. The recommendations were utilized by DMH senior leadership and the new facility steering committee in developing the policies and procedures for WRCH.
- DMH procured Joint DMH/DCF Child/Adolescent Residential Services, and included parents, youth, and other family members in the procurement process. More than thirty-five members served as members of procurement review committees, providing an important perspective into the needs of families as the proposals were evaluated.
- DMH procured Adult Clubhouse Services and included consumers in the procurement process, including representation on proposal review committees. The contracts began on July 1, 2013.

DMH also contracts with the Parent/Professional Advocacy League (PPAL), the state chapter of the National Federation of Families for Children's Mental Health. This is the statewide organization responsible for making sure that the voices of parents and family members of children with mental health needs are represented in all policy and program development forums both within DMH and in other state agency and interagency forums. PPAL efforts to promote family empowerment include:

- On-going support, through networking, information-sharing, and training, for the network of forty-three DMH Family Support Specialists to enhance their advocacy skills.
- Regular communication with the local support groups facilitated by DMH Family Support Specialists. This communication is used to solicit input on proposed changes to state and federal laws, regulations, and program designs that affect children with mental health challenges.
- Feedback from PPAL to DMH staff about problems that parents are experiencing in regard to service access and quality based on information from support groups, surveys that it conducts, and calls to the office. PPAL members have also been frank about the fact that, beyond the child identified as the client, family members often have their own needs, and PPAL has advocated for service provision that is built on an understanding of the needs and strengths of both the child and the family.
- Collaboration with DMH to solicit ad hoc input from parents, youth, and family members regarding specific issues that impact DMH service design, practice, and policy formulation.
- DMH contracted with PPAL to conduct a statewide survey of parents regarding the role and importance of respite care in maintaining youth at home and in the community. The results of the survey have been released (<http://ppal.net/wp-content/uploads/2011/01/Repite-Care-What-Families-Say.pdf>) and were presented at the 2013 Annual Children's Mental Health Research & Policy Conference.

New Initiatives

- In SFY15, the CORE met with the Deputy Commissioner for Child and Adolescent Services for a presentation on current initiatives, including early intervention and peer mentoring/support. Membership had significantly declined because of changes in members lives. A recruitment drive was started and interviewing has proceeded.
- DMH and DCF jointly procured their residential service system in FY13 with phased implementation to be completed in FY15. As part of this effort, DMH continues to advance the participation and professionalization of parents and caregivers working in the system of care for children and youth with SED. DMH and DCF have jointly designed a Family Partner service to support parents and caregivers of youth receiving residential services, and are piloting this program currently. DMH and DCF's commitment to providing this type of peer support emerged based on feedback from dozens of families across the Commonwealth. At forums convened by DMH and DCF, families consistently emphasized the importance of parent peer support in helping them more effectively engage in services, access needed services, and manage their caregiving responsibilities. The pilot phase of this program is anticipated to run until June 30, 2016; at which point, full statewide implementation will occur for FY17.
- On July 1, 2014, DMH issued a new informed consent policy (psychiatric medications only) that is more consistent with its recovery philosophy and person/family centered approaches to care. DMH supports the right of individuals to participate, to the greatest extent possible, in all phases of decision-making concerning treatment with psychiatric medications. Throughout the two year development process, persons with lived experience actively participated in shaping this policy to ensure that the policy supports shared decision making between an individual and their prescribing clinician. This policy clarifies how informed consent and authorization for treatment with psychiatric medications is obtained and documented within DMH-operated and contracted continuing care inpatient facilities, DMH-operated acute inpatient units, Intensive Residential Treatment Programs, Clinically Residential Treatment Programs and DMH-operated community services where psychiatric medications are prescribed.
- DMH held six regional dialogues with interested stakeholders, including consumers and family members, to obtain input on Community Based Flexible Supports (CBFS), DMH's primary rehabilitative service for adults living in the community. The feedback obtained at these forums was used to inform the CBFS rate development process.
- The State Mental Health Planning Council subcommittees provide significant input into policy and program development. In May 2013, the Council voted to establish a new subcommittee on housing. The initial membership of the subcommittee includes people with lived experience and family members of adults/young adults. Examples of subcommittee activities that included substantial family member and consumer involvement include:
 - Professional Advisory Committee on Children's Mental Health (PAC): Ongoing involvement and monitoring of the Children's Behavioral Health Initiative and planning for medical homes and primary care-behavioral health integration. In SFY15, the PAC focused on infant and early childhood mental health, as described further below.

- Youth Development Committee: Participation in continuation components of the STAY (Success for Transition Age Youth) Together Grant (described in the Interagency Collaboration Section); support/collaboration with DMH Northeast Area's Now Is The Time (NITT) grant for young adults; trainings for young adult peer leaders; sustainability and maintenance of the Speaking of Hope website; and, continued collaboration focused on youth/young adult employment, education and housing.
- Multicultural Advisory Committee (MAC): Continued participation in other advisory bodies of the Department and community groups and organizations. During FY14, the MAC and the Office of Multicultural Affairs organized the Metro Boston Mental Health Awareness Forum in the first of what is expected to be a series of regional "public conversations" on mental health. A subsequent event was held in Lynn. MAC members played a crucial role in organizing the Many Faces of Mental Health: Sharing Our Stories event held in 2013. The Many Faces of Mental Health event was held for the second time during September 2014 and MAC has plans to grow the event into an annual tradition. The role of MAC is anticipated to increase because membership roles and expectations were developed through consensus in FY15 and twelve members are committed to serving on the committee until FY18.
- Restraint/Seclusion Elimination Committee: Developed certificate of achievement to be awarded to facilities with restraint-free months; developed a year-long plan to visit all state-operated facilities; planning to prepare a report on findings, including best practices and recommendations.
- TransCom: Continued efforts to support and sustain the successful integration of peer specialists into the workforce, including recommendations on supervision of peers; revision of a *Culture of Respect* document, addressing personal disclosure and respectful interactions in the workplace, and development of Peer Professional Workforce Development Guidelines.
- Planning Council Steering Committee: Continued involvement in developing the agenda for meetings and facilitating the business of the Council.
- In April 2014, the State Mental Health Planning Council convened a forum to focus on early childhood mental health. A panel of key informants, including a Family Partner working on a SAMSHA-funded early childhood mental health initiative, presented key elements and considerations relating to early childhood mental health services and supports. The Council agreed to convene an ad hoc work group to develop recommendations for increasing awareness about early childhood mental health and strengthening resources, supports, and services to families of young children with behavioral health needs. The work group developed a set of recommendations that were presented to the Council in April 2015. Included, was a recommendation that infant/early childhood mental health (IECMH) become a statewide priority and a request that the Council maintain a commitment to ensure leadership and partnership roles for families in IECMH.
- In FY14, DMH held a series of regional dialogues throughout the state to encourage input on CBFS core services and programs from CBFS clients and interested parties. This information is being used to inform the CBFS rate setting process.
- In FY14, DMH was awarded a 4 year, \$4 Million SAMHSA STAY Together Implementation Grant in partnership with CBHI that includes as one of its five goals

partnering with and providing support and education to parents and caregivers whose youth are transitioning to adulthood. Key activities relating to this goal include:

- Training for Lead Family Partners in supervising Peer Mentors: Training for Peer Mentor Supervisors has been held and ongoing coaching is occurring as needed. A supervision training manual for the Family Partners has been developed and is being implemented with current supervisors.
- On-going psycho-educational training for parents and caregivers: In partnership with PPAL, the project developed and published a training curriculum for parents of transitioning youth called *Transition Planning: Empowering Families*. This publication addresses the changing roles of families, provides an overview of benefits, health care and advocacy, discusses legal options, and addresses communication with one's child and with the child's provider. Training has been held with two groups and the evaluations are very positive. Training of additional groups is in process. From these groups, family members will be selected and trained to provide more training to other family members. Typically after the training, people are interested in becoming a regular member of a support group. Interested parents/family members will be selected and trained to become support group facilitators and will be assisted in setting up the support groups.
- Development of six support groups for parents and caregivers of young adults: One in each of the MassHealth Community Service Agencies (CSA).

II. Family Leadership

Current Initiatives

DMH provides and supports numerous opportunities for families and consumers to enhance and develop leadership and advocacy skills, including:

- NAMI's "Family to Family" curriculum, which utilizes a train-the-trainer model to help families learn essential skills relevant to caring for a family member with mental illness and become knowledgeable about available interventions and resources. Trainers then run groups in their local areas and thus continue to build an informed family base. In addition, NAMI trains family members to co-facilitate support groups for families.
- Parents of DMH clients participate in trainings offered through Families Organizing for Change that focuses on advocacy strategies.
- PPAL provides monthly trainings for DMH Family Support Specialists and for MassHealth Family Support & Training Family Partners that build skills in specific areas, such as effective advocacy with schools and insurers and evidence based treatments. PPAL has also provided training on family empowerment for parents of Medicaid enrollees.
- The Parent Information Network (PIN) administered through BAMSI and funded by the Department of Mental Health, includes a "Parents of Transitional Age Youth Program" that provides information, education, guidance, outreach and support to parents of transitional age youth (14-25) who have emotional, behavioral, and/or mental health challenges. This includes support groups, parent/community education, online support, a resource center and one-on-one support.

- Family support funds are used to pay for expenses associated with attending conferences and trainings.
- Parents from across the state attend and often present at several conference venues including the annual national conference of the Federation of Families for Children's Mental Health, the annual children's mental health research conference sponsored by the Research and Training Center of the University of South Florida, the annual Building on Family Strengths conference sponsored by the Research and Training center of Portland State University, and the annual National Building Bridges Conference.
- Parents co-chair the Family Advisory Committee of the Massachusetts Behavioral Health Partnership (MBHP) and are represented on the EOHHS Children's Behavioral Health Advisory Council. Parents serve on the Department of Elementary and Secondary Education's Statewide Advisory Committee for Special Education.
- The DMH Office of Recovery and Empowerment (ORE) actively participates and leads efforts to support and expand the peer workforce, inform the system on the principles of consumer choice, and raise awareness among the mental health community and the general public of DMH's commitment to Community First.
- The Transformation Center, Massachusetts' statewide consumer technical assistance center, conducts annual peer specialist trainings. There are currently over 400 people who completed the training and became Certified Peer Specialists (CPSs) after passing the oral and written examination.
- A DMH-convened workgroup created definitions and job descriptions of peer and family support workers to be utilized in advancing policy development, funding opportunities and implementation.
- DMH also maintains close ties with Adoptive Families Together (AFT), an organization of adoptive families that now operates as a program of the Massachusetts Society for the Prevention of Cruelty to Children. AFT provides support groups across the state and develops written material to help educate and assist parents in advocating for the best services for their children. DMH makes AFT materials available through the DMH-funded family support specialists.
- In June 2012, DMH participated in an interagency summit hosted by the Lieutenant Governor and sponsored by the Departments of Early Education and Care (DEEC) and Children and Families (DCF) with the goal of identifying opportunities for strengthening information, referral, supports and services to adoptive families in the Commonwealth. The Summit, the first Massachusetts Post Adoptive Summit, provided leaders in Massachusetts with the opportunity to hear from national and local experts about best practices, national trends, and what is currently in place within the Commonwealth. Attendees included families, youth and adult adoptees, professionals, policymakers and practitioners who participated in discussions on key topics impacting adoptive families and developed a blueprint for improving services and supports to adoptive families
- There are new opportunities for young adult training and employment with the awarding of a five year grant to create and sustain "The Learning and Working during the Transition to Adulthood Rehabilitation Research and Training Center" at UMass Medical Center. This Center has created part-time and full-time employment positions for research or project associates, and is focused on the successful completion of education and training to assist young people (14-30) with serious mental health conditions obtain rewarding and sustaining work.

- DMH continues to advance the participation and professionalization of parents and caregivers working in the system of care for children and youth with SED. This is accomplished through DMH's parent support network and the Department's commitment to supporting and advancing the role of family partners and other parent/family support providers.

New Initiatives

DMH is developing new opportunities to support families and consumers to develop and exercise their leadership and advocacy skills.

- As part of the FY14 implementation of the DMH/DCF Caring Together Child/Adolescent Residential Services, DMH established four new Coordinator of Family Driven Practice positions. Each Coordinator will serve on one of four regional management teams of the residential services, with responsibility for ensuring that residential services are responsive to the voice and needs of the parents/caregivers of youth receiving residential services.
- YDC members unanimously agreed to form an Education Subcommittee to focus on the educational needs for young adults. The subcommittee finalized the following mission statement in March 2014:

The Education Subcommittee of the Youth Development Council and the Department of Mental Health is devoted to establishing a productive collaboration with youth and young adults and secondary and post-secondary educational institutions, where mental health and education can be in a mutually beneficial coexistence. We can do this by creating a dialogue with the goal of reducing stigma in educational environments in order to enhance support and services to young adults. Members unique roles and experiences enable us to learn from and teach others to promote a culture where mental health is valued as much as academic achievement.

- The Statewide Young Adult Council members were asked to provide the young adult perspective and feedback in the development of a young adult employment website in collaboration with the DMH Director of Employment, UMass "Work Without Limits," and MORE Advertising. SYAC members helped create the website name "ReachHire MA: Young Adults Building Careers in MA." The website provides specific Massachusetts employment and educational tools and resources for young adults. In addition, SYAC members are continuously approached for their young adult perspective in the development and implementation of young adult-related activities. Most recently, they were involved with providing feedback and guidance to the Department of Public Health (DPH) on how to create and sustain an effective youth council, as well as on the DMH/DPH partnership on youth suicide prevention grant, and on the development of a Caring Together survey for youth and young adults related to ensuring high quality services.
- In SFY15, the Transformation Center offered six additional certified peer specialist trainings. In addition, the Transformation Center continues to consult with DMH on topics such as person-centered planning and trauma-informed care. The Transformation Center produced a video training for people who use services to learn about Person-Centered Planning. This video is part of the overall system effort to engage all parties in

understanding the process. The Transformation Center also streamlined the application and interview process for the CPS training, including a Self-Assessment and on-line preparation course. In addition, the Transformation Center provided four CPS preparation courses to support minority candidates and other underrepresented groups to develop a more diverse peer workforce.

- DMH funded an alternative certified peer specialist training called, Peer Employment Training, offered by Recovery Opportunity Center. In SFY15, two additional trainings were provided.
- TransCom, a subcommittee of the Massachusetts State Mental Health Planning Council engaged in a 5 month process to articulate Peer Professional Workforce Development Guidelines which were published with Transformation Center technical assistance in May 2014. These guidelines represent the collaborative work of diverse stakeholders. The document summarizes the unique contribution of peer support roles in the field, outlines essential practices regarding the effective use of peer professionals, and presents a chart outlining the various stages of peer professional development. The document includes examples of job titles, roles, competencies, prerequisites and available trainings associated with professional development stages.

III. Family Support Resources and Funding

Current Initiatives

DMH is re-designing its community-based service system to improve the flexibility of services to meet the needs of consumers and families and to increase consumer, youth and family voice and choice. Family and individual support is embedded within a number of these services. Parents are usually the legal guardians and the ones responsible for their children's care; therefore, most child and adolescent services and activities are designed to support parents in their role. DMH-funded services for adults with mental illness also provide support to families of adult clients, if the adult client has consented to having the family aware of his/her situation and are involved. Family support is provided for both clients living at home with mental illness and those who are not. For adults, the service system promotes independence while at the same time offers support to families of adult clients, many of whom continue to be key resources for their adult children, even when those children live out of the home. DMH will continue to work on the question of how to support family members of clients who are their own guardians who choose not to involve their families in their treatment, as those family members often feel distraught and frustrated by being cut out of the process of helping a loved one.

The principal DMH child and adult services providing family and individual support as a service component are described below, along with FY14 spending (encumbered and expended) as of June 4th, 2015.

Case Management Services – Child and Adult

- **FY14 Spending:**
 - **Child/Adolescent Case Management: \$3,297,432**

○ **Adult Case Management: \$16,159,758**

- Virtually all case management for children, and some case management for adults, can be defined as family support, in that assisting an individual to access services they need provides benefits to the entire family.
- Case managers work with parents to develop a child's Individual Service Plan and check in with the family regularly. They are available to families to help resolve situations as they arise. DMH case managers can assist parents of child and adolescent clients, who may have their own mental health and substance use issues, to obtain appropriate services.
- For adults living at home, much of case management support is directed to assisting the family. Even if the adult is living out-of-home, case managers and providers work with the adult's family so long as the adult has given consent.
- Case managers for children, adolescents, and adults help families think through the impact of the affected person's mental health problems on each of their lives, identify each person's strengths and personal resources, and also identify outside resources and supports to promote the client's recovery and growth.
- Case managers link families to assistance for themselves, as well as for the client, as part of the service planning process, and are often the people families turn to for help in case of crises and unexpected events. They work with clients and their family members to develop advance plans for managing crises and to minimize family disruption in times of unexpected events.
- Case managers authorize the provision of services which directly support the family's care giving capacity. They also help families obtain benefits for the client, and assist families in advocating with other entities for services and supports.
- As a result of the implementation of CBHI, most children on MassHealth who receive Intensive Case Coordination through the CSA system do not receive DMH case management; however, DMH does authorize other non-Medicaid reimbursable services as needed and available. One of the goals of CBHI is to integrate services across public payers and to create a seamless delivery system for the youth and family. Collaboration between DMH and MassHealth is focused on that goal.

Individual and Family Flexible Support Services (IFFSS) – Child

- **FY14 Spending: \$ 11,557,786**
- Individual and Family Flexible Support Services (IFFSS) provide an individualized and targeted set of interventions and services intended to prevent out-of-home placement, sustain the youth within his/her family and community, and assist the youth to successfully function in the community. Through this Service, a youth and his/her family develop the skills, strategies and supports needed to live successfully in the community and to support the youth's ongoing development of age-appropriate social, emotional, academic and pre-vocational competencies. The IFFSS is designed to be highly flexible to meet the varying needs of youth with serious emotional disturbance and their families. Because of the wide variation in youth and family needs, and in family abilities and the capacity of the service system to meet those needs, services provided under Individual and Family Flexible Support Services encompass a range of highly individualized interventions that focus on the youth and his/her family. These include: (1) Family Systems Intervention; (2) Individual Youth Support; (3) Youth Support Group; (4)

Collateral Contact/Case Consultation and (5) Flexible Pool Administration. Individual and Family Flexible Support Services are intended to support a coordinated approach to delivering services among the educational, therapeutic and other community services working with the youth and family. The Flex Support Service Components may be delivered individually or in combination to meet the individual needs of youth and their families.

- DMH re-procured IFFSS services in FY12. Services were enhanced in order to improve the ways in which the network identifies, outreaches to, and supports families of children, youth, and young adults with serious emotional disturbance.

Respite – Child

- **FY14 Spending: \$ 34,800**
- While respite care is mostly funded in IFFSS contracts, DMH also procured several respite care-specific contracts in FY12 with continued spending in FY13. Respite is brief or short-term care of a child or youth with SED that is provided by adults other than the birth parents, foster parents, adoptive parents or legal guardian with whom the child/youth normally resides. Respite is typically used to give the parents/LAR and child/youth time away from each other in order to decrease stress and support the family system. Respite care may be provided in the home or in settings outside the home, including overnight respite facilities.

Program of Assertive Community Treatment (PACT) – Adult

- **FY14 Spending: \$ 13,127,122**
- PACT is a multidisciplinary team approach providing acute- and long-term support, community based psychiatric treatment, assertive outreach, and rehabilitation services to persons served. Services are comprehensive, highly individualized and are modified as needed, through an ongoing assessment and treatment planning process. The majority of services are provided directly by PACT team members in the natural environment of the person, and supports for the adult and family are available on a 24 hour, 7 day a week basis.

Community Based Flexible Supports (CBFS) – Adult

- **FY14 Spending: \$ 263,164,165**
- CBFS services support persons served as they increase their capacity for independent living and recover from mental illness. Services are individualized and delivered in partnership with each person served. The mix and intensity of CBFS services provided are flexible so as to meet each person's changing needs and goals. Family support, education, and involvement in the family member's treatment planning are included within the service model, with the adult client's consent.

Recovery Learning Communities (RLC) – Adult

- **FY14 Spending: \$ 3,534,773**
- DMH funds six RLCs, one in each DMH Division. The RLCs provides peer-to-peer support to individuals with serious mental illness. It is expected to serve as a "hub" in its respective DMH Division. The RLC Program is a resource and referral center that provides general information on topics of concern to peers. The information focuses on

community resources and programs. Services may be offered in a variety of settings; at the RLC Program site, community mental health centers, inpatient hospitals, generic community settings, town hall, fairs, shopping mall, etc. Services include: providing and/or referring to a wide range of peer to peer support services; supporting the providers of peer-to-peer support through training, continuing education, and consultation; and linking together peer-operated services and supports for the purpose of creating a network.

Other Family and Individual Support Activities

DMH funds some family support activities that are not restricted to individuals who have been determined eligible for DMH services.

- In FY14, DMH contracted with NAMI for \$244,738 and with PPAL for \$282,371. This funding supports educational programs for families. Both PPAL and NAMI offer trainings for providers to help them understand the family perspective and for community groups.
- In addition, DMH contracts with M-POWER/The Transformation Center for \$936,579 to serve as the state's consumer-run technical assistance center, conducting the certified peer specialist training program and providing supervision, support and training to the peer workforce, including those employed at Recovery Learning Communities and Community Based Flexible Support services.
- In each Area, DMH funds at least one Family Support Specialist to assist individuals by telephone and to facilitate use of a variety of supports including parent support groups that offer emotional support, education about mental health needs, state of the art treatment, advocacy strategies, and self-help for parents or other caregivers. Family Support Specialists are sensitive to the challenges of parents who may have mental health needs themselves, and the specialists are trained to support parents in accessing appropriate services. Parents in the support groups decide how the group can best meet their needs and often invite community members and various professionals to provide technical assistance and training on selected topics. Services available through these Family Support Specialists are available to all parents of children and adolescents with behavioral, emotional or mental health challenges, whether or not their child is involved with a state agency and regardless of insurance coverage. DMH provides \$3,354,296 in funding in school and community therapeutic support contracts, which includes funding for Family Support Specialists. Parent education, parent support groups, training and leadership development, and parent mentoring activities are some of the activities offered with these funds. By enabling parents to increase their knowledge and obtain emotional and practical support from other parents, these activities empower many families to support their child's needs without the necessity of formal state agency involvement.
- DMH also provides \$57,350 in funding to the Clubhouse Family Legal Support Project (CFLSP), which was established in 2000 and is also supported by the Massachusetts Bar and the Boston Bar Foundations. The project attorney, working with the Mental Health Legal Advisors Committee legal team and several clubhouses, provides legal representation to low income parents with mental illness who are at risk of losing custody and/or contact with their children. The project is proving effective in helping some parents regain or retain custody and others gain visitation rights.

As noted above, DMH provides flexible supports to families of children and adolescents through its individual and family flexible support services (“flex”) contracts with mental health providers. If the DMH Individual Service Plan that is developed collaboratively by the case manager and the parent or guardian calls for family support, the family is referred to the flexible support provider. This provider then develops an initial plan with the family, indicating the family support services to be provided by the agency's staff.. The provider is responsible for assuring that services support the treatment goals for the child or adolescent. Supports are changed to address new needs or circumstances with the agreement of the family and the provider.

In addition, DMH has taken concrete steps through use of the internet and printed materials to improve awareness of mental health services and has modified its application forms for authorizing DMH services. These changes were designed to streamline paperwork, link consumers and family members with appropriate services in a more efficient manner and to provide consumers and family members with a user-friendly process that focuses on their desired outcomes and goals. Since these changes were made, there has been an increase in the percentage of completed applications for services.

New Initiatives

DMH continues its redesign of adult and child services.

For children and adolescents:

- As part of the Caring Together Initiative, DCF and DMH have put forward a new model of service called the Continuum, which provides intensive wraparound services to youth and families to support youth living with their families. This wraparound service also has the capacity to flexibly provide out of home treatment for youth who need it while maintaining the core team of clinicians working with the family regardless of whether the youth is living at home or in a residential treatment program.
- In FY15, DMH/DCF Caring Together launched a one-year pilot of a Family Partner service within Caring Together. The service is a strength-based, parent peer support model that supports the parents and caregivers of youth receiving Caring Together services. The goal of the service is to support and advance family engagement in all aspects of a youth’s residential care. These Family Partners are a key element to achieving more sustainable positive outcomes for children and families who are served by DCF and DMH.

Within the adult system:

- DMH procured a new service, Peer-Run Respite, in the Central-West Area. This program, Afiya House, provides individuals experiencing emotional distress with short-term, overnight respite in a home-like environment. All staff are peer supporters with intensive training in Intentional Peer Support and are employed by the Western Massachusetts Recovery Learning Community. Most are Certified Peer Specialists and many have additional intensive training in Hearing Voices and/or Alternatives to Suicide. Afiya House is located in a residential area and has separate bedrooms for up to three individuals. During SFY14, 97 people, ranging in age from 18 to more than 60 years old, stayed at Afiya for a total of 142 stays. Most stays were for 7 days or less. Afiya House

was full more than 90% of the time, with vacancies usually accounted for by transition periods as one person leaves and another person prepares to enter. Afiya team members had more than 800 phone or in-person contacts with people in the community. The reasons for these contacts varied, but the most common reason was that people wanted to stay at the program and were calling for information and availability. In 440 of these cases, people were not able to be admitted because there was no space available. The vast majority of stays (77%) concluded with the person returning to their own home.

- DMH re-procured Clubhouse services in FY13 to address unmet needs in the current system and focus on goals of employment and community integration. Clubhouse Services is a psychosocial rehabilitation service that provides supports through a membership-based community center. Clubhouse Services assists people to recognize their strengths, develop goals, and enhance the skills attendees determine are needed to live, work, learn, and participate fully in their communities. Components of Clubhouse Services include: linkage to community resources, housing supports, employment services, education services, health and wellness services, social and recreational services, transportation services and empowerment and advocacy. The new contracts began July 1, 2013.
- DMH, through the use of new Mental Health Block Grant funds as well as other grant opportunities and state-appropriated funds, is expanding the scope of peer-run services. In FY12, new Block Grant funds were used by RLCs to increase hours of operation, offer new and expanded supports, and provide supports to a larger geographic area, including “satellite” offices. DMH utilized an additional increase of Block Grant funds in FY13 to expand the six RLCs. These funds were used to build additional capacity for peer support worker supervision and to implement a Peer Community Bridging program. This program is modeled after a successful pilot implemented in the North East Division of the state in which individuals transitioning from Tewksbury State Hospital were matched with a peer bridger from the local RLC to support transitions into the community. The Office of Recovery and Empowerment is working with DMH Area staff and the RLCs to implement and support this role. ORE obtained technical assistance from the Substance Abuse and Mental Health Services Administration’s Bringing Recovery Supports to Scale Technical Assistance Center Strategy (BRSS-TACS) to provide training to the peer bridgers on strategies to connect with people who are served in the inpatient system and to map individual and community assets in order to promote meaningful connections for people as they transition to the community.
- DMH also utilized Mental Health Block Grant funds to create additional peer bridger positions: a Transition Age Youth Bridger to support 18-22 year olds and two Elder Community Bridgers at two Aging Services Access Points (ASAPs).

IV. Accessing Services and Supports

The legislated mission of DMH calls for a focus on serving adults with serious mental illness and children and adolescents with serious emotional disturbance who have continuing care needs that cannot be addressed by acute care services. DMH's budget is predicated on the assumptions that the acute care sector will fulfill its role, including that insurers subject to the state's parity legislation will fund the mental health services identified in the legislation, and that generic,

community agencies and organizations, given some assistance, can and will serve most children and adults, including those with mental health needs. In September of 2009, DMH and the Division of Insurance issued a joint Bulletin clarifying Intermediate Care and Outpatient Services covered under the Massachusetts Mental Health Parity Law.

Current Initiatives

One approach DMH has taken to assuring access to services is to foster educated consumers and families who can advocate for high quality acute care services and necessary funding. It should be noted that for adults, unless the parent is the legal guardian, DMH cannot contact the family without the client's permission. Thus, outreach work targets both families and adult consumers themselves. DMH does extensive outreach and training with community agencies and organizations to make them aware of DMH services including services such as education and family support activities sponsored by NAMI and PPAL. In addition, DMH is also increasing its communication and publicity activities.

- DMH funds entitlement specialists who provide training and who work with consumers and families around access to the full array of entitlements and supports for individuals with mental health problems, including Medicaid, private health insurance coverage, SSI and SSDI, housing and legal aid.
- PPAL offers a variety of supports through its network of Family Support Specialists to more than 4,000-5,000 families and trains 500 families, youth and providers each year. More than 100 parents and youth sit on policy making committees and PPAL continues to provide training to Family Partners involved with CBHI's services, including mobile crisis. Data is collected annually from families with almost 500 respondents highlighting their experiences and priorities. These data are shared with DMH on a regular basis and assists in the development of program designs for procurement purposes.
- NAMI has a statewide information and referral line that services thousands of callers a year. Through these calls and other requests, NAMI-MASS mails and distributes approximately 10,000 informational packets a year, covering topics ranging from the basics of mental illness to issues surrounding guardianship. The PPAL Central Office distributes a newsletter to more than 4,000 individuals. DMH Family Support Specialists, with on-going networking and information-sharing support from PPAL, serve as local information and referral resources.
- DMH also works collaboratively with Adoptive Families Together, the Federation for Children with Special Needs, and Massachusetts Families Organizing for Change, an organization focused on individuals with developmental and/or intellectual disabilities, and which is increasingly drawing families whose children have behavioral health problems. The purpose is to assure that these constituents know about DMH services.
- DMH provides training to acute care psychiatric units, and to other state agencies such as the Department of Children and Families to keep them abreast of DMH services and service authorization requirements.
- The six regionally based Recovery Learning Communities are also taking on an increasing role in providing information, referral, and outreach activities.
- Several organizations, including PPAL and the Transformation Center, added features to their websites, including blogs and chat rooms that are responsive to the needs of a variety of consumers and family members.

- In particular, the Child and Adolescent division worked through the Transitional Age Youth Initiative to increase media involvement through a redesign of the Speaking of Hope website to highlight various transition age young adult resources and supports across the state, with continuous updates from a Young Adult Design Committee which is being created in FY16. “Speaking of Hope” is a website developed by the Statewide Young Adult Council and supported by the Youth Development Committee as a forum for young adult information and conversations related to housing, education, employment, resources, health and wellness, GLBTQ supports, and upcoming young adult activities or trainings-
- DMH publishes several resource guides, which are also accessible on the DMH internet site, including:
 - **The DMH Consumer and Family Resource Guide** is a listing of information and referral resources made available from the DMH Information and Referral Line. The guide is tailored to the needs of consumers and families and provides information and referral in a variety of categories from accessing DMH services to listings of consumer organizations and contact information for legal resources for consumers.
 - **The DMH Young Adult Resource Guide** is an updated guide reflecting the changing needs of the young adult population in DMH as well as those services and supports that accompany the young adult’s journey through education, employment, transportation, and housing. The guide is intended for young adults who need assistance in navigating these areas so that they may achieve their goals of recovery and become successful, independent adults who live and thrive in the community.
 - **Creating Positive Culture of Care Resource Guide** provides information and resources that promote emerging promising practices and interventions, sensitivity to trauma, respecting and empowering children and families, and focusing on resiliency. The goal of the Guide is to promote strength-based care and reduce the use of seclusion and restraints in licensed and contracted child and adolescent hospitals and residential treatment programs.
- General community information campaigns are conducted by the Massachusetts Association for Mental Health (MAMH) as part of its campaign to combat the stigma of mental illness. Media are particularly involved during the month of October to promote the National Depression Screening Day, and also during May, which has been designated nationally as Mental Health month. The first week in May is Children's Mental Health Week. The DMH Areas and Family Support Specialists sponsor numerous activities to increase knowledge about child mental health and the successes that youth with mental health issues can achieve. Local activities have included photography shows of work done by youth, Area-wide conferences with youth performances, and distribution of informational materials to libraries, schools, and pediatricians' offices.
- DMH and the Department of Children and Families continue to collaborate to assure that caregivers with mental illness involved with the child welfare system receive the services they need. In January 2002, DMH changed its adult eligibility guidelines to require that adult applicants be asked if they are involved with the Department of Children and Families, and if so, to offer short-term DMH services while their applications are being considered. The DMH Request for Services asks all adult applicants if they are parents, as any individual involved with the mental health system may need parenting support.

- In August 2009, DMH promulgated revised service planning regulations which were designed to incorporate the planning processes that are integral to DMH's new service model, Community Based Flexible Supports (CBFS). The regulations describe the Individual Action Plans (IAPs) required to be developed by CBFS providers, and distinguish them from Individual Service Plans (ISPs) developed by DMH case managers. The planning processes focus provider and consumer attention on consumer voice and choice, and are driven by a commitment to the principles of recovery. The regulations also shift the process away from categorical DMH eligibility to one of service application and approval. The purpose of this shift is to emphasize the matching of consumers who meet clinical criteria to specific services that DMH offers and has available, as opposed to a less well-defined "eligibility" for any or all DMH services.
- DMH developed a liaison function between DMH Site offices and acute care inpatient psychiatric units and facilities. The DMH liaison works with inpatient facilities to assist in referrals to DMH continuing care inpatient beds; identify possible alternatives to inpatient continuing care; facilitate linkages between the inpatient unit and existing community providers; and facilitate transfers to continuing care when alternative dispositions are not possible.

New Initiatives

DMH continues to monitor the impact of redesigned services in the child and adult systems to ensure that they are accessible to consumers and families.

- DMH is participating in the Substance Abuse and Mental Health Services Administration (SAMHSA) Community Conversations initiative. This SAMHSA initiative is intended to start conversations within communities to build awareness and support for mental health. DMH provides information and resources for communities to utilize in conducting these conversations. In SFY15, fifteen conversations were conducted in communities across Massachusetts, with two more in the planning stages.
- DMH uses social media outlets to share information, photos, videos and good news stories with our staff, stakeholders, constituents and the general public. As of June 2015, the DMH Twitter @MassDMH is gradually increasing towards 1,000 followers. The DMH Flickr account is used to showcase photos from various DMH events. www.flickr.com/photos/massdmh. The DMH YouTube Channel is used to showcase videos of DMH events, video projects and client recovery stories. <https://www.youtube.com/user/DMHCONNECTIONS>. The DMH Connections monthly e-newsletter highlights good news stories, events and multimedia. It is emailed to 5,000 stakeholders each month. Past issues are archived on the DMH website at: www.mass.gov/dmh/connections

V. Culturally Competent Outreach and Support

Current Initiatives

The Department is committed to culturally competent care. All services are made accessible to individuals and families as needed. If English proficiency is limited, then interpreter services are

made available. Likewise, interpreters are made available for individuals who are deaf and hard of hearing. DMH attempts to insure that all written materials are available in the client's preferred language. Translations are done, as needed, for individuals for client-specific matters.

The DMH Office of Multicultural Affairs (OMCA) has the structural and functional responsibility and accountability for reducing mental health disparities among diverse racial ethnic, and linguistic populations in Massachusetts as well as lesbian, gay, bisexual and transgender populations by improving access to quality care in accordance with Massachusetts Health Care Reform and the Affordable Care Act of 2010. This is accomplished by implementing the activities and initiatives outlined in the Department's Cultural and Linguistic Competence Action Plan. <http://www.mass.gov/eohhs/docs/dmh/p-cultural-action-plan.pdf>. OMCA functions as the catalyst and synthesizes the recommendations of the Department's Cultural Competence Action Team, the Multicultural Advisory Committee, and mental health stakeholders to create the annual Action Plan. The FY14 Cultural and Linguistic Competence Action Plan provided guidance and set priorities for activities conducted during FY14 and 15.

New Initiatives

The Office of Multicultural Affairs will continue to be an active participant in the service planning and procurement process. Examples of recent accomplishments and activities by DMH under the leadership of OMCA include:

- Participation in the planning and implementation of several SAMHSA-funded projects to increase access to culturally and linguistically competent care.
 - MyCHILD, Early Childhood Mental Health
 - Project LAUNCH, Early Childhood Mental Health
 - Success for Transition Age Youth & Young Adults (STAY)
- Completed Community of Practice to connect and provide support for cultural and linguistic competence in six Community Service Agencies, which perform Intensive Care Coordination for children and youth with severe emotional disturbance. In FY16 this work was expanded to a total of ten Community Service Agencies and will continue into FY16.
- Supplied reports on service enrollment in and utilization of all DMH Services by clients' race, ethnicity, and age group to DMH Executive Team, Area Directors, and Site Directors. Provided technical assistance for the identification of needs and development of action steps to increase participation of diverse populations in three consumer, family, and community focused programs.
- Completed multicultural outreach with Parent Professional Advocacy League and Voices for Change, with the Transformation Center.
- Conducted two Boston Community Conversations on Mental Health, which were called "Many Faces of Mental Health: Sharing Our Stories" and "Many Faces of Mental Health: Connecting the Mind, Body and Spirit", based on the SAMHSA Community Conversations toolkit and the White House National Conference on Mental Health. The third Boston Community Conversations on Mental Health is being planned for FY16. MAC co-chairs and DMH Metro Boston Area staff collaborated with Boston Centers for Youth and Families to conduct a listening session with Boston teens ages 13-17 years old in FY15.

- Hosted the East Coast Asian American Students Union in Boston with the National Asian American Pacific Islander Mental Health Association and University of Massachusetts Boston in FY15.
- Provided “Clinical Competence in Working with Culturally and Linguistically Diverse Clients” training to DMH staff and providers.
- Partnered with Boston Public Health Commission, Tufts Medical School, Simmons College School of Social Work, and over 15 community-based organizations, to plan and implement the annual Asian American Pacific Islander Mental Health Forum.
- Collaborated on multicultural and disparities research with two Centers of Excellence funded by DMH, including an Asian American Psychological Association funded project called, the Chinese American Mental Health Literacy Project. Updated the Multicultural Populations Resource Directory in 2014 and posted the directory on the DMH internet website for dissemination.
- Assisted in the translation of the annual consumer and family member satisfaction survey in order to increase participation by consumers and family members who don’t have English as their primary language. Survey materials were all translated into 14 languages.
- Organized community focus groups in FY14 to address community concerns and psychological first aid for post-Boston Marathon Bombing event with MA Office of Refugees and Immigrants and External Affairs in the Office of the Governor.
- Partnered with MA Office of Refugees and Immigrants, resettlement, and community agencies on the New American Welcoming Network.
- Implemented DMH’s Language Access Plan by coordinating interpreter and translation services for DMH clients in state-operated facilities, tracking requests for these services, and conducting quantitative data analyses on interpreter utilization. Participated in the development of the Homeless Support Services procurement, which is related to vendors’ experience working with diverse populations, recruiting diverse staff, and including client’s culture in assessments,

The Transformation Center has continued its focus on increasing leadership skills and opportunities among multi-cultural populations with the goal of expanding mental health recovery outcomes and access to peer support roles within these populations. Strategies to increase access include:

- Eight Deaf and hard of hearing individuals received support and mentoring in culture-specific mental health recovery activities that reached over 375 deaf and hard of hearing people.
- One Deaf leader was given a scholarship to a Minnesota CPS training by ASL trainers; this leader will join with one other Deaf CPS in Massachusetts toward a Massachusetts-based CPS training team.
- Co-sponsored participation of four Deaf individuals to attend a Whole Health & Resiliency peer support training as a first step for these individuals to become trainers themselves.
- Initiated a CPS preparation course at The Transformation Center to engage Latin and black participants; six people will be eligible for the CPS training in 2015.
- Continued to support and develop affinity groups for mental health recovery promotion and leadership reaching over 485 people among Latino, black and Deaf/Hard of Hearing community members in a variety of leadership activities, some of which were partnered

with the MultiCultural Advisory Committee of the DMH; The Transformation Center also continued to do the groundwork to develop a pan-Asian affinity group.

VI Interagency Collaboration

Major planning for child and adolescent service system development and integration continues to take place as part of the Children's Behavioral Health Initiative (CBHI).

- The DMH Commissioner chairs the Children's Behavioral Health Advisory Council, on behalf of the Secretary of Health and Human Services. This Council is mandated under legislation passed in 2008, chapter 321, An Act Improving and Expanding Behavioral Health Services for Children in the Commonwealth. It is made up of stakeholder groups identified in the law and meets monthly to monitor, plan and make recommendations on targeted activities.

DMH is also engaged in interagency activities with a specific focus. There are numerous activities to promote the mental health of youth and adults.

- DMH has been an active participant in DPH's Project LAUNCH grant program funded by the Substance Abuse and Mental Health Services Administration for promoting the wellness of young children from birth to 8 years of age by addressing the physical, emotional, social, cognitive and behavioral aspects of their development. Massachusetts was one of 12 states awarded this grant for up to \$850,000 each year for 5 years.
- DMH is also actively engaged in the MYCHILD SAMHSA Children's System of Care grant which seeks to identify children through age 5 who have or are at high risk for SED, providing them with family-directed, individualized, coordinated and comprehensive services.
- DMH is an active member of an Interagency Work Group (IWG) established by the Department of Public Health in 2001 with membership that also includes the Departments of Children and Families, Youth Services, Developmental Services and Transitional Assistance, MBHP, the Juvenile Court and the Parent Professional Advocacy League (PPAL,) and selected substance abuse providers. The IWG goals are to build common understanding and vision across state systems; design and implement a community centered system of comprehensive care for youth with behavioral health disorders that incorporates evidence based practice; coordinate service delivery across systems; simplify administrative processes; and develop purchasing strategies that maximize federal and state dollars.
- DMH is represented on DCF's Statewide Advisory Council. In addition, DMH collaborates with the Transition Age Youth Coordinator for DCF on matters pertaining to young adults 16-25.
- DMH also collaborates with the Department of Elementary and Secondary Education (DESE) on a number of initiatives and task forces, including:
 - DMH representation on the Special Education Advisory Council whose purpose is to review and make recommendations pertaining to Special Education's State Performance Plan and Annual Performance Report
 - DMH representation on the McKinney Vento Homeless Assistance Act Steering Committee, which reviews the allocation of federal funds and makes

- recommendations for Homeless Liaisons and programming allocated throughout Massachusetts school systems as well as reviews reports on numbers of Homeless in Mass preschool, elementary and high schools;
- DMH is the convener of a School Based Collaborative in its Metro Boston Area, attended by senior representatives from the Boston Public Schools and community based mental health agencies which contract with DMH to provide consultation, training, and specialized interventions to students in over 100 schools within the greater Boston area.
 - DMH participated with the Massachusetts Association of Older Americans, Executive Office of Elder Affairs, the Massachusetts Aging and Mental Health Coalition in producing the second edition of “Eliminating Barriers to Mental Health Treatment: A Guide for Massachusetts Elders, Families, and Caregivers”, a resource in great demand within the state and which federal officials are recommending as a national model.
 - DMH partners with the Department of Youth Services (DYS) the Office of the Commissioner of Probation and the Juvenile Court Clinics to address issues of joint concern. The DYS Commissioner is a member of the Children’s Behavioral Health Initiative Executive Team which is chaired by the Commissioner of Mental Health and which meets bi-weekly with the goal of integrated planning across child serving agencies for youth and families with mental health challenges. DMH and DYS are developing consistent care coordination practices that ensure integration and coordination of service delivery for youth served by both DMH and DYS.
 - In response to growing concern about restraint and seclusion use in child-serving settings, DMH is participating in a cross-secretariat effort to reduce and prevent their use. The Initiative brings together leaders from the state Departments of Children and Families (DCF), Mental Health (DMH), Youth Services (DYS), Early Education and Care (EEC), Elementary and Secondary Education (ESE) to work in partnership with the Office of the Child Advocate and parents, youth, providers, schools and community advocates to focus on preventing and reducing the use of behavior restrictions that can be re-traumatizing. The vision for the multi-year effort is that all youth-serving educational and treatment settings will use trauma informed, positive behavior support practices that respectfully engage families and youth. This Initiative capitalizes on the Department of Mental Health's award-winning, nationally recognized, 10-year restraint and seclusion prevention.
 - DEEC, which licenses all childcare programs in the state, and MassHealth have jointly funded clinical positions, based in community clinics selected by childcare programs, to provide consultation, training and triage for children with behavioral problems. Many of these children exhibit symptoms of Post Traumatic Stress Disorder or other early traumas. DEEC also funds clinical consultation to day care programs, inviting DMH to participate in its provider selection process. Following the receipt of a multi-year \$50 million Race to the Top federal grant by DEEC, DMH is partnering with DEEC to oversee the mental health consultation grants on DEEC’s behalf and provide training and consultation to pre-school programs across the state. Parent support groups will be expanded to address the needs/interests of parents with pre school age children. The Massachusetts Child Psychiatry Access Project (MCPAP) is expanding to focus on pre-school age children; 14 pediatric practices now offer parents the opportunity to

participate in Triple P (“Positive Parenting Program”), an evidence-based intervention focused on parent skill building.

- DMH and DCF have collaborated to change daily practice in both agencies to address the needs of service provision for parents with mental illness and improve outcomes for children. Some examples include: DMH changed its practice and now offers short-term services to adult applicants who were DCF involved; cross-training has been provided so that workers in each system have an improved understanding of the resources and also the regulatory environment within which each agency staff complete their work; and, DMH consults to DCF regarding service planning for children with mental health problems and for those whose parents have mental illness. The DMH Child Medical Director meets monthly with the DCF Psychiatrist and the DCF Clinical Specialists to discuss trends, issues, and complex situations related to client/family needs. DMH continues to assess how its services can be improved for those children who have a parent or primary caregiver living with mental illness and collaborate with DCF to improve identification and supports for parents with mental illness.
- Given that a majority of children in the state have some of their mental health treatment covered by private insurance plans, this population must be considered as well when attempting to build an integrated system providing comprehensive services. Massachusetts passed mental health parity legislation in 2000 which mandated coverage for both acute and intermediate care and created an ombudsman resource at DPH to oversee managed care implementation. In 2008, the law was amended to broaden its scope to include substance abuse disorders, post-traumatic stress disorders, eating disorders and autism for both adults and children. In 2009, DMH, the Division of Insurance, and DPH issued guidance clarifying what is covered under intermediate care. As the state achieves full implementation of the Rosie D Court Order, a continuing challenge is to create a provider network that serves both the publicly and privately insured and ensures continuity of care as children move on and off of Mass Health. In July 2015, the DMH and DOI Commissioners met to identify approaches to assure network adequacy and to discuss the problem of individuals remaining for several days in Emergency Departments while awaiting acute inpatient beds.
- DMH continues to partner with MassHealth on a number of initiatives. DMH, MassHealth and DCF are partnering in the standardized design and development of a Family Partner workforce which will assure continuity of care for families across levels of care and across public payors. DMH and Mass Health jointly review the activity of the Medicaid Managed Care Entities (MCE’s) related to Emergency Services Programs which are jointly funded by MassHealth and DMH. DMH is also represented on the Family Advisory Council of the Massachusetts Behavioral Health Program (MBHP). In addition, the DMH Child Medical Director and the Mass Health Office of Clinical Affairs Medical Director co-chair an ongoing Committee related to psychotropic medication use among children with the goal of developing an algorithm for best practices.

New Initiatives

- As DMH proceeds with its procurements in FY16, it will continue to solicit input from the other state agencies with which DMH regularly interacts, including the child-serving agencies and Elder Affairs. Family support will continue to be a critical agenda item. A major focus of activity between DMH and DCF is the ongoing collaboration related to

implementation of the Caring Together Residential Services for clients/families served by each agency. Teams of DMH and DCF staff continue to work collaboratively on implementation tasks.

- The DMH Child and Adolescent Division is committed to the principles of family voice, choice, and engagement at all levels of service delivery and policy development. Developing a highly skilled workforce of Family Partners and Parent Support Providers is an integral component of any effort to make that a reality. To that end, DMH continues to collaborate with MassHealth and PPAL in developing trainings for family partners/parent support providers working across a variety of settings, including both community and residential settings.
- In FY13, DMH, in partnership with CMCC and EOHHS, received a one-year planning grant to develop a strategic plan to enhance services and increase service access and relevance for transition age young adults (16-21) within the Children's Behavioral Health Initiative. Key components of the grant planning include: Youth-Partnered Assessment Team; youth and young adult leadership roles, especially with social marketing; trainings and professional development for youth and staff; creating Youth Advisory Groups with Community Service Agencies (CSAs); and a CSA Self-Assessment pilot project to enhance the engagement of transition age youth/young adults and their families. The Youth Development Committee of the State Mental Health Planning Council is also a key partner in these activities. Several components of the Strategic Plan that have continued include: continuation of the Youth Advisory Groups, as well as the development of the Achieve My Plan (AMP) training which is a modified Wraparound model for engaging and empowering older adolescents in their recovery.
- DMH was subsequently awarded a 4 year \$4 Million dollar SAMSHA STAY Together Implementation Grant to advance the goals set forth in the planning grant. A primary focus of the implementation activities includes partnering with, support of and education of parents and caregivers whose youth are transitioning to adulthood. The tasks associated with this goal include:
 - Training for Lead Family Partners in supervising Peer Mentors. In partnership with PPAL, the project will develop a training curriculum for parents of transitioning youth which will focus on changing roles of families, an overview of benefits, health care and advocacy, legal options, and communicating with one's child and with his or her provider.
 - Development of a sustainability plan for peer mentoring through the billing of Medicaid under therapeutic mentoring codes.
 - Development of six support groups for parents and caregivers of young adults, one in each of the MassHealth Community Service Agencies (CSA).
 - On-going psycho-educational training for parents and caregivers
 - employment, training and supervision/support for the young adult peer mentor workforce.

DMH is an active participant in multiple efforts within EOHHS to improve the integration of behavioral and physical health care systems including the Accountable Care Organization (ACO) Initiative, MassHealth planning regarding the Health Homes option in the Medicaid State Plan, Integrated Care Initiative for Individuals Dually Eligible for Medicaid and Medicare, and the Patient-Centered Medical Home

Initiative (PCMHI). DMH worked with MassHealth to establish a consumer panel that participated in the review of proposals for the procurements of the MassHealth PCC Plan and the Demonstration Project to Integrate Care for Dual Eligible Individuals, now known as One Care. In addition, DMH worked with MassHealth and EOHHS to establish an Implementation Council that plays a key role in monitoring access to healthcare and compliance with the Americans with Disabilities Act (ADA), tracking quality of services, providing support and input to EOHHS, and promoting accountability and transparency. The roles and responsibilities include advising EOHHS; soliciting input from stakeholders; examining ICO quality, reviewing issues raised through the grievances and appeals process and ombudsperson reports, examining access to services (medical, behavioral health, and Long Term Supports and Services), and participating in the development of public education and outreach campaigns. At least half of all Implementation Council members are MassHealth members with disabilities or family members or guardians of MassHealth members with disabilities. DMH is currently working with MassHealth to appoint members to a second term. Members of the Implementation Council presented their experiences with the implementation of One Care to the State Mental Health Planning Council in SFY14.